

**ARBITRATION CERTIFICATION PROGRAM**

401 S STREET, STE. 201  
 SACRAMENTO, CA 95814  
 TELEPHONE (916) 323-3406 FAX (916) 323-3968  
[www.dca.ca.gov/acp](http://www.dca.ca.gov/acp)

**2004 ANNUAL CONSUMER SATISFACTION SURVEY****OVERVIEW**

Pursuant to Business and Professions Code §472.4 and Title 16, California Code of Regulations §3399.5(a)(5), the Arbitration Certification Program (ACP) conducts an annual survey to measure consumer satisfaction with the arbitration process. Please note that the 2004 survey results will be posted in the late Spring. The survey neither intends to include, nor does it include, the satisfaction of the many consumers who have had problems satisfied through their early contact with dealers, manufacturers' customer service representatives, or other mediation efforts.

ACP also uses the survey as a monitoring mechanism to ensure that certified arbitration programs comply with state and federal requirements. ACP discusses the survey findings with each certified arbitration program and requests corrections to the process when necessary.

ACP surveyed consumers who utilized state-certified arbitration programs to resolve warranty disputes after they have received notification of the arbitrator's decisions. ACP mailed questionnaires to 2,738 consumers and received a 28% response rate.

Consumer responses to the survey were sorted according to state-certified arbitration program as follows:

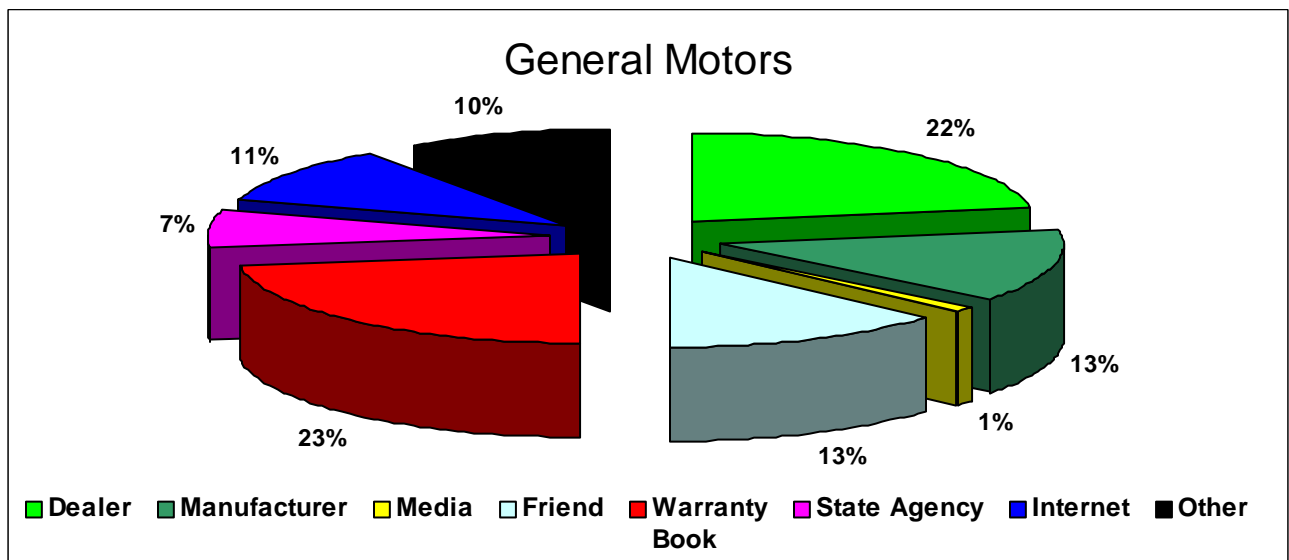
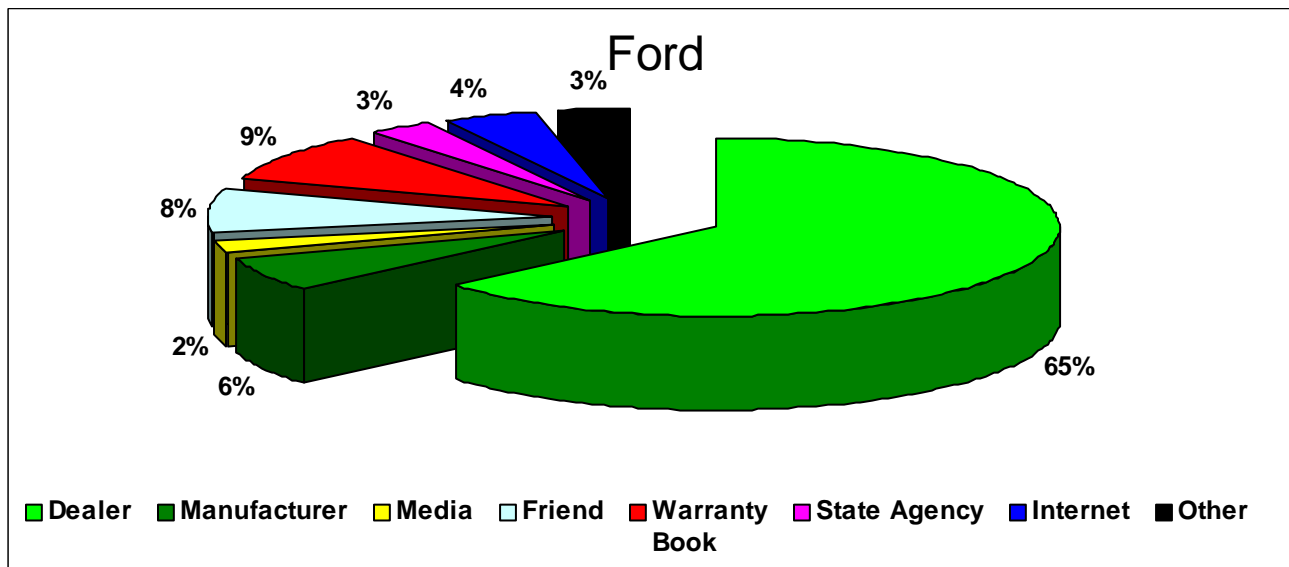
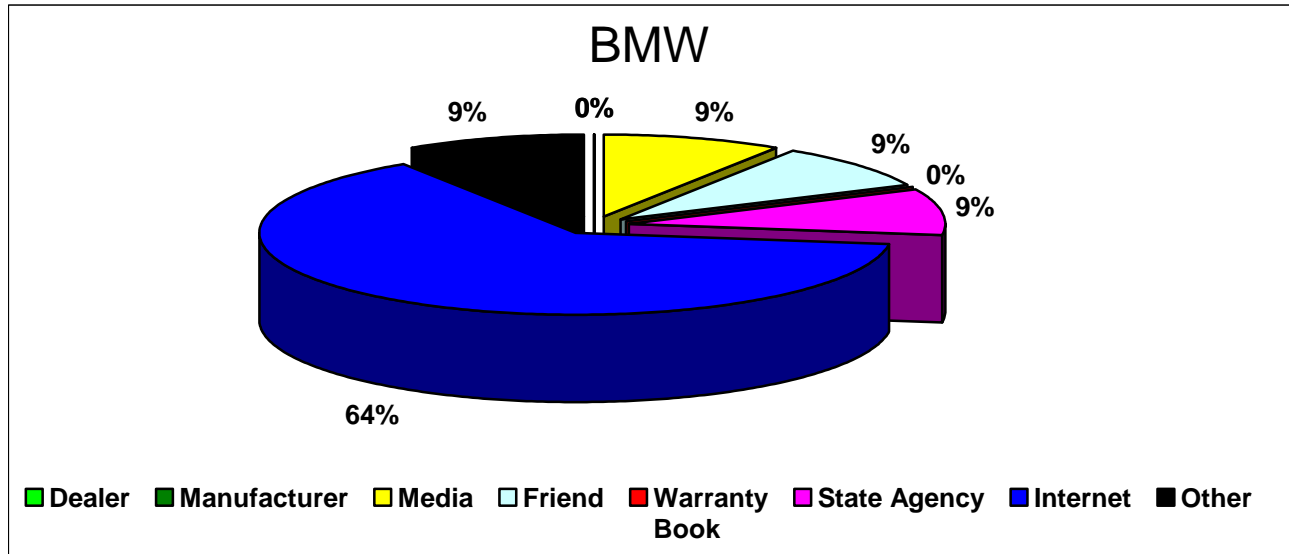
<b>ARBITRATION PROGRAM</b>	<b>Surveys Mailed</b>	<b>Respondents</b>	<b>Percentage</b>
<b>BBB AUTO LINE (BBB)</b> AM General (Hummer), BMW, General Motors, Honda/Acura, Hyundai, Isuzu, Nissan/Infiniti, Porsche, Range Rover/Land Rover, Bentley, Saab, Saturn and Volkswagen/Audi, Workhorse	1,094	254	23%
<b>California Dispute Settlement Board (CDSP)</b> Toyota (Toyota, Scion)	385	98	25%
<b>Customer Arbitration Board (CAB)</b> DaimlerChrysler Corporation (Chrysler, Dodge, Eagle, Jeep, Plymouth)	8	0	0%
<b>Dispute Settlement Board (DSB)</b> Ford Motor Company (Ford, Lincoln, Mercury)	1,251	418	33%

**RESULTS**

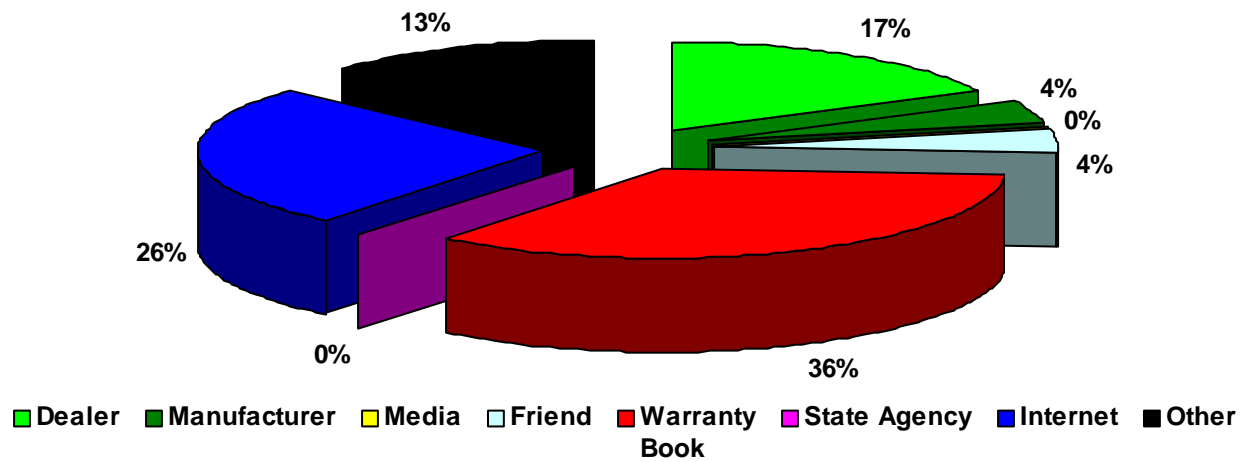
The results of ACP's 2004 Consumer Satisfaction Survey are listed on the following pages. Each survey question is listed along with consumer responses. The percentage of yes and no responses to each question is included to facilitate comparisons of the results.

## RECEIVED NOTIFICATION OF THEIR DECISIONS

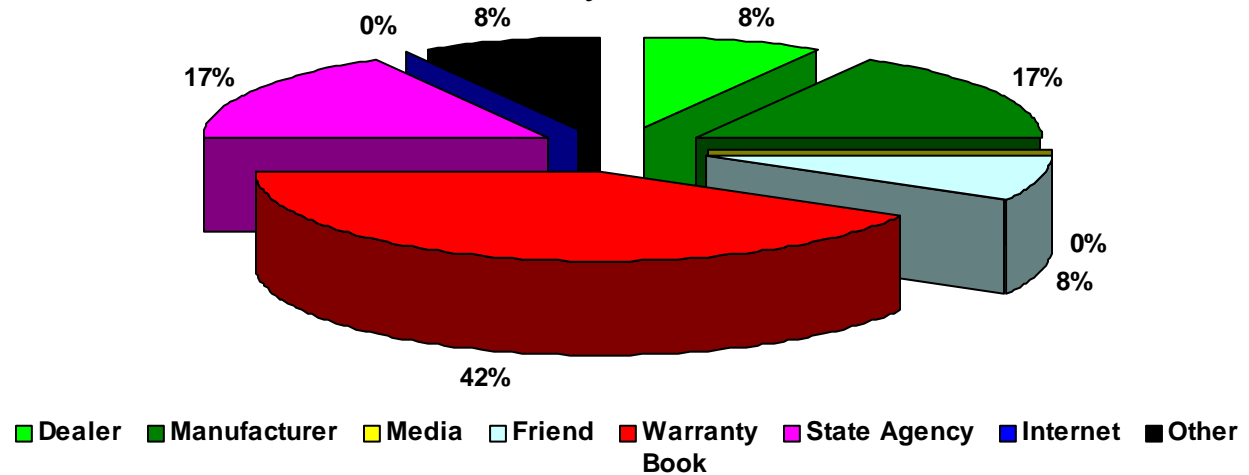
### Question 1: How did you learn about the state-certified program?



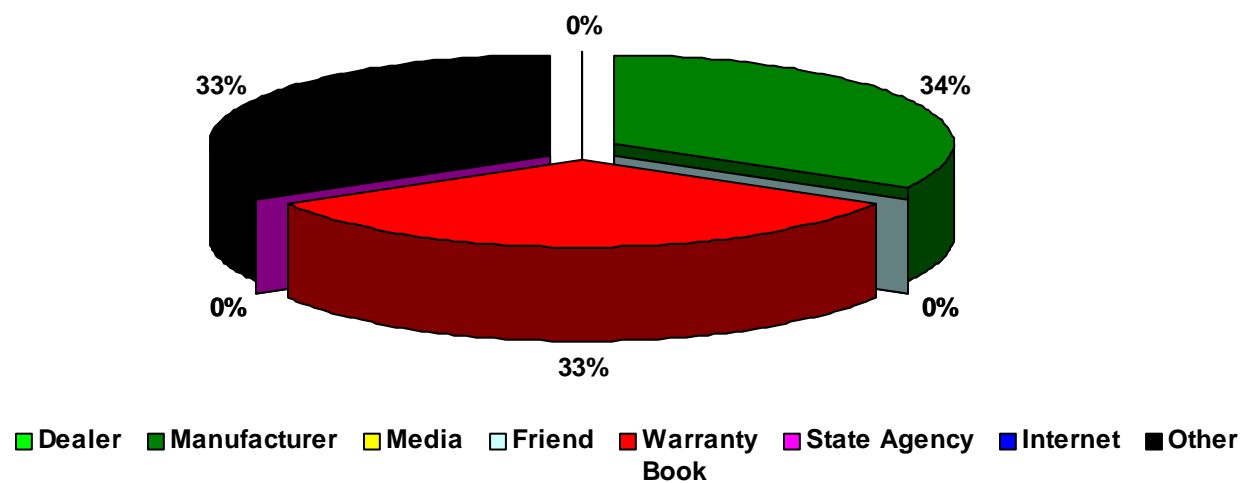
## Honda/Acura



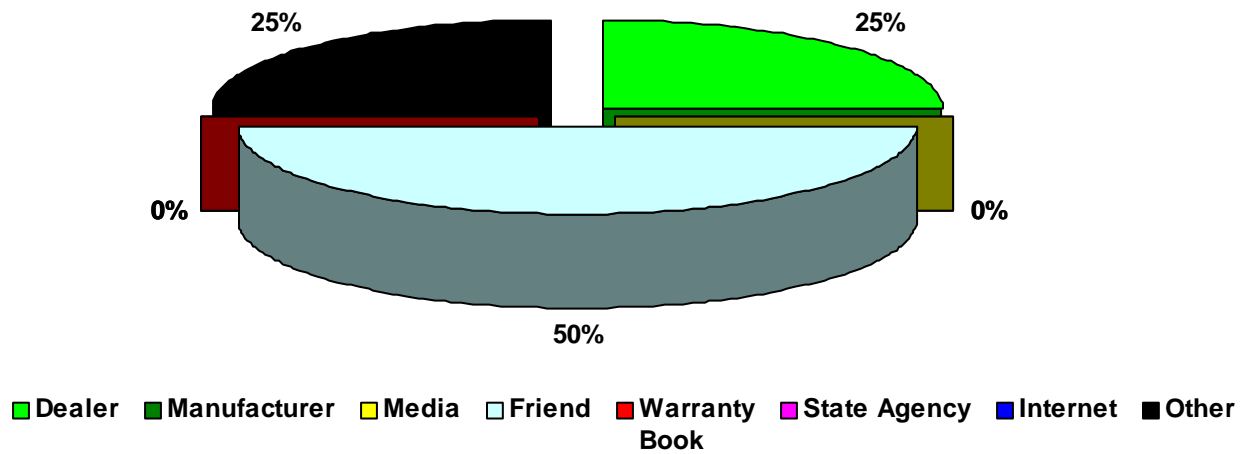
## Hyundai



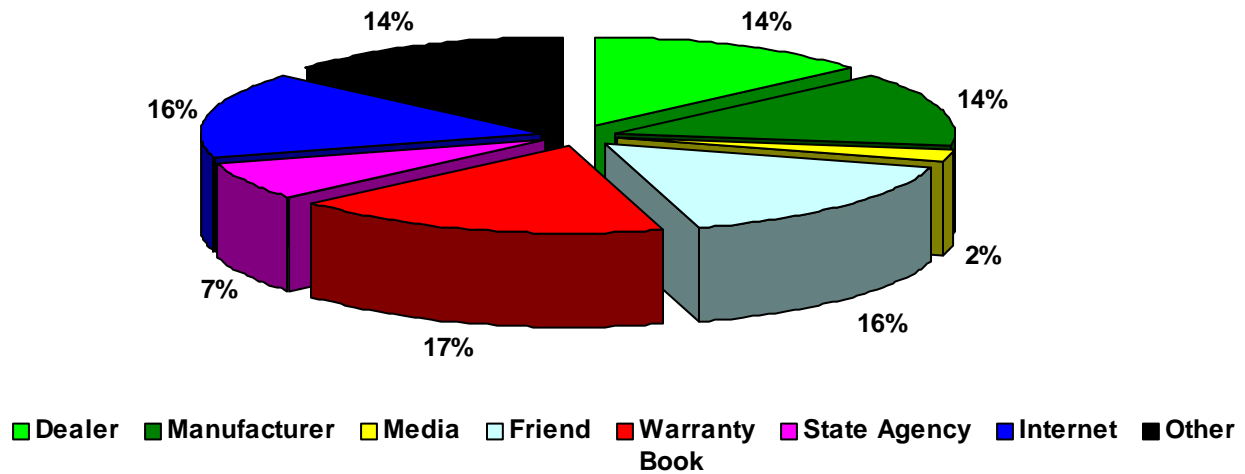
## Isuzu



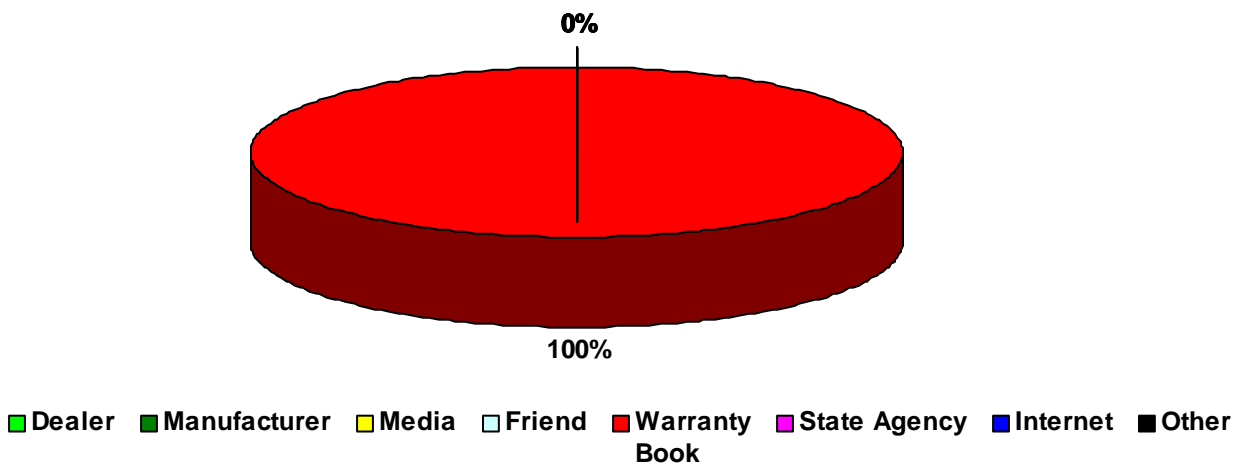
## Land Rover

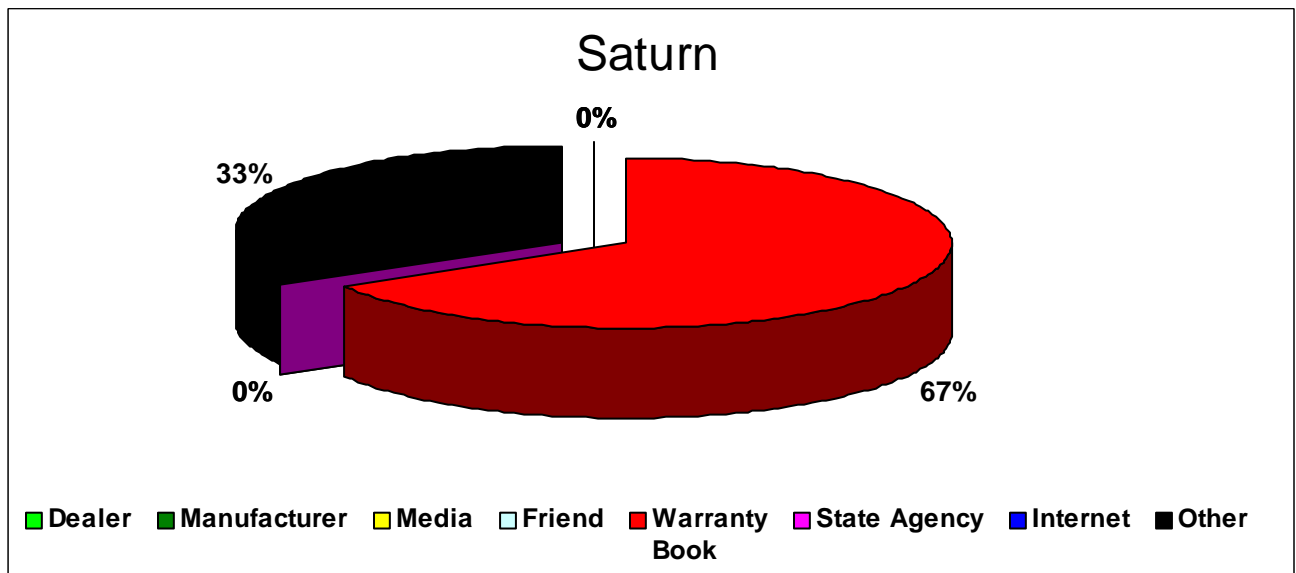
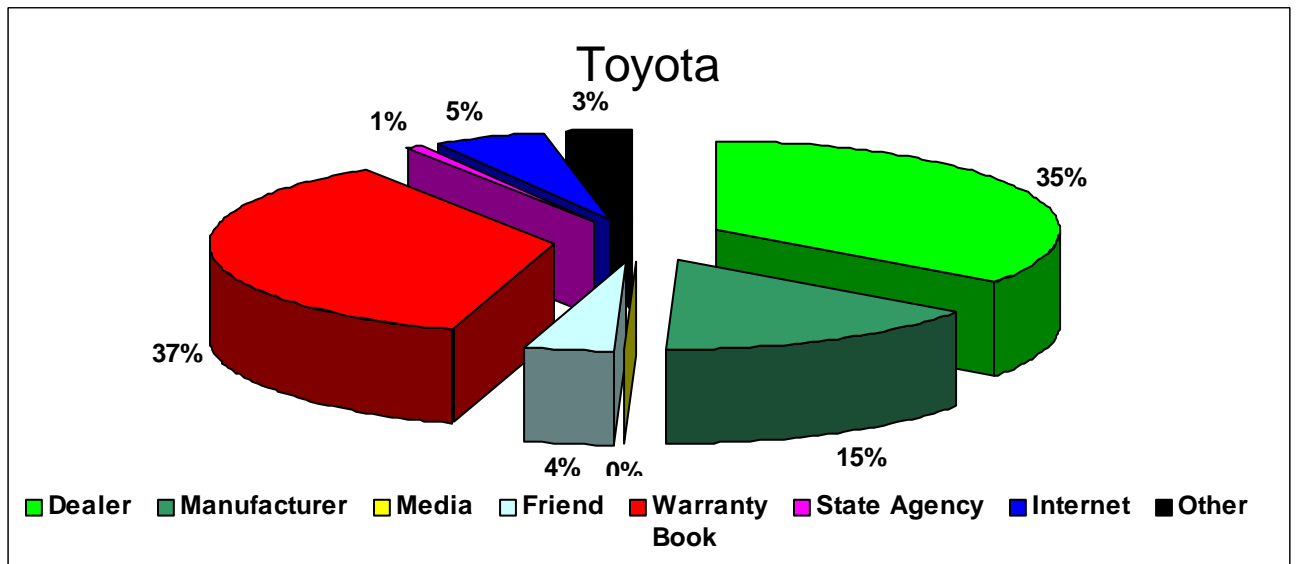
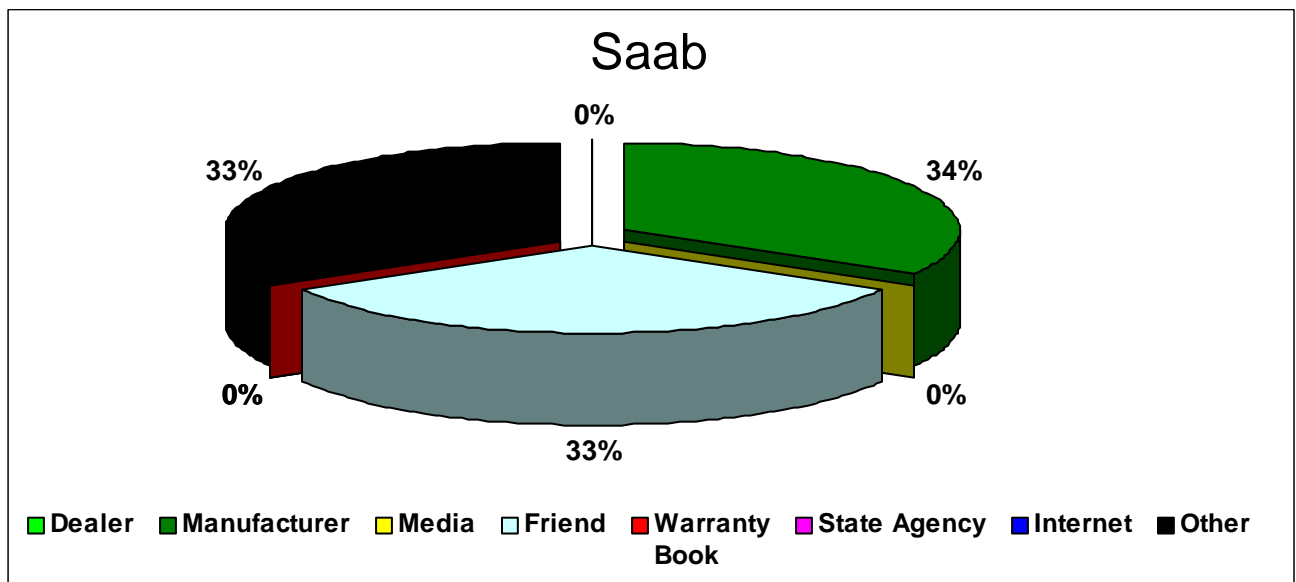


## Nissan/Infiniti

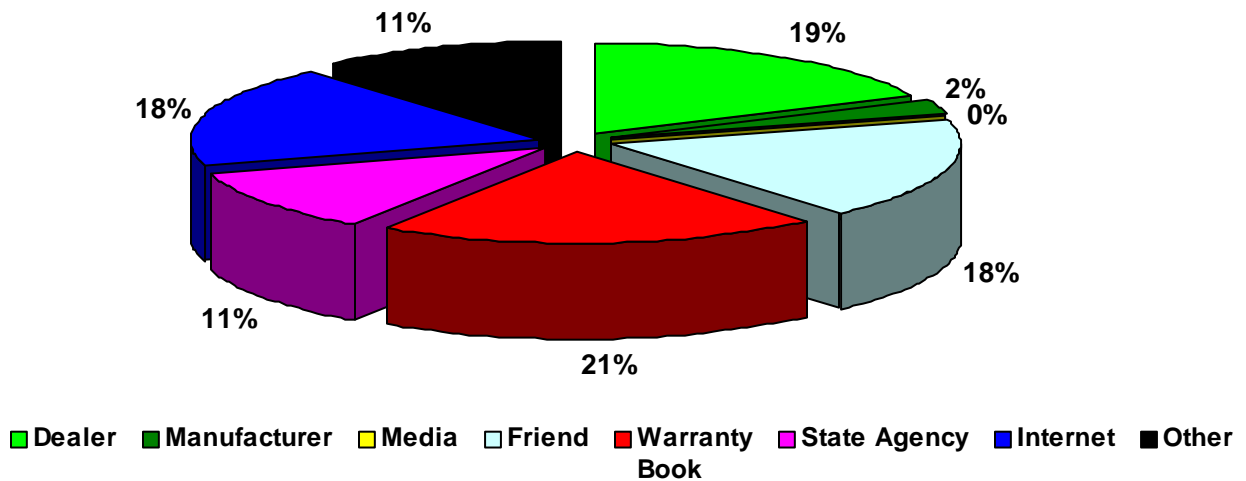


## Porsche

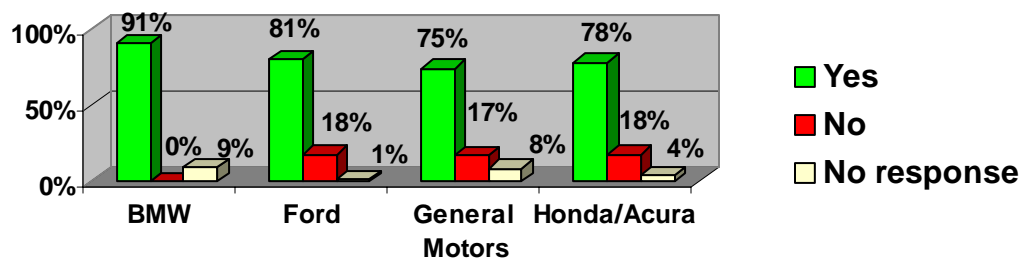




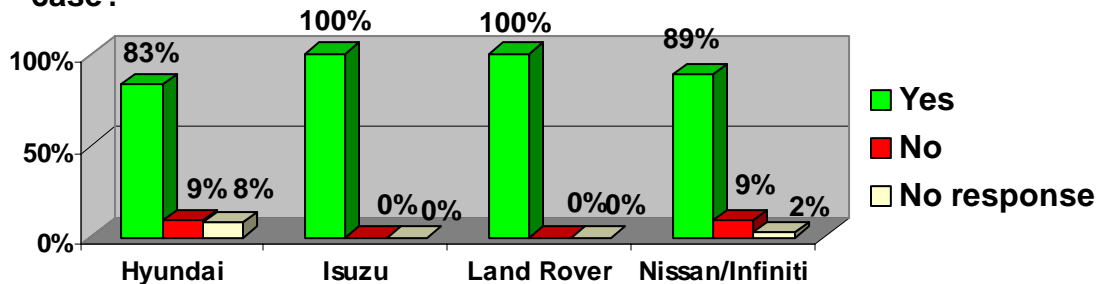
## Volkswagen/Audi



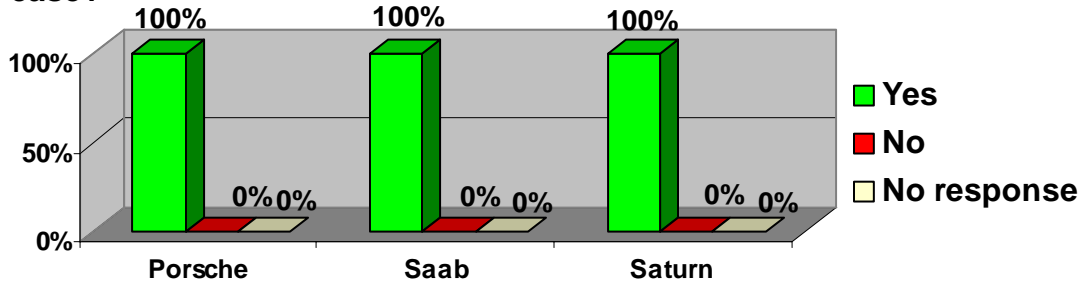
**Question 2: Did the state-certified arbitration program provide you with enough information about the process to prepare your case?**



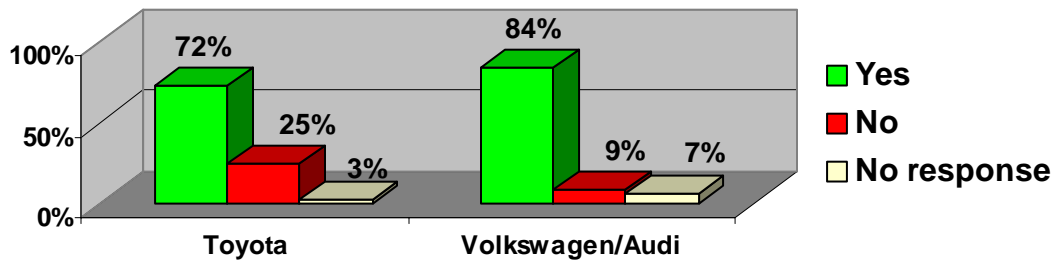
**Question 2: Did the state-certified arbitration program provide you with enough information about the process to prepare your case?**



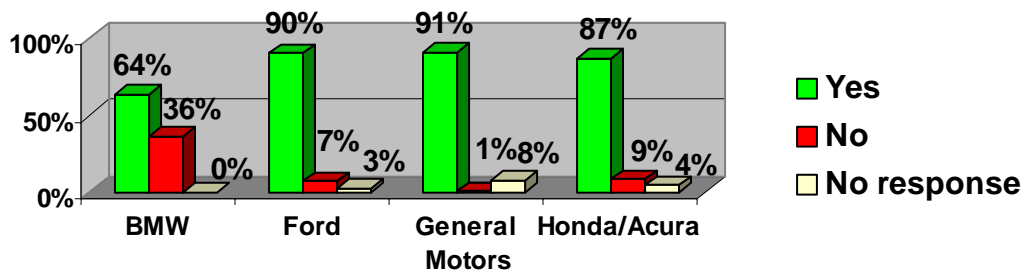
**Question 2: Did the state-certified arbitration program provide you with enough information about the process to prepare your case?**



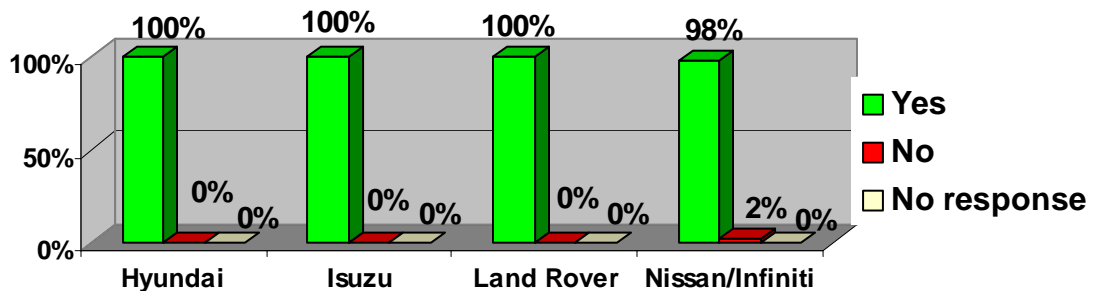
**Question 2: Did the state-certified arbitration program provide you with enough information about the process to prepare your case?**



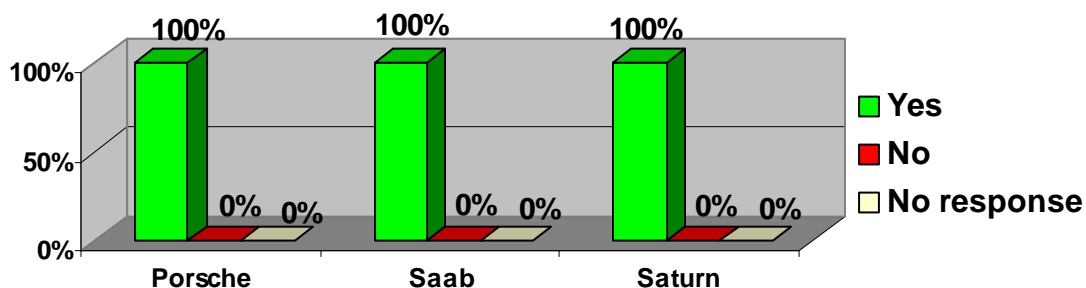
**Question 3a: Were you given at least 5 days advance notice of the date of the hearing?**



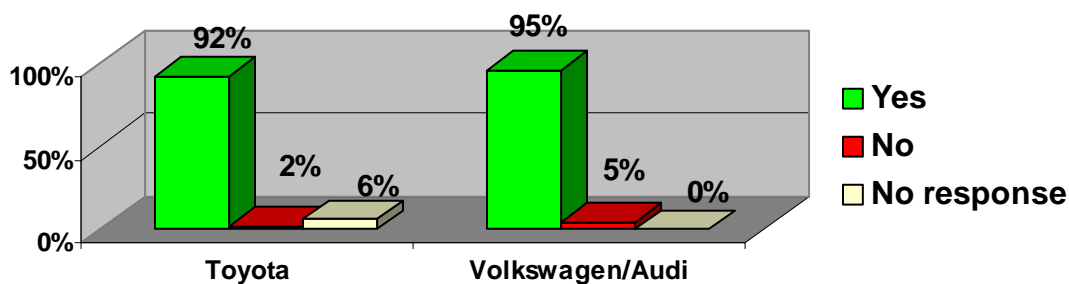
**Question 3a: Were you given at least 5 days advance notice of the date of the hearing?**



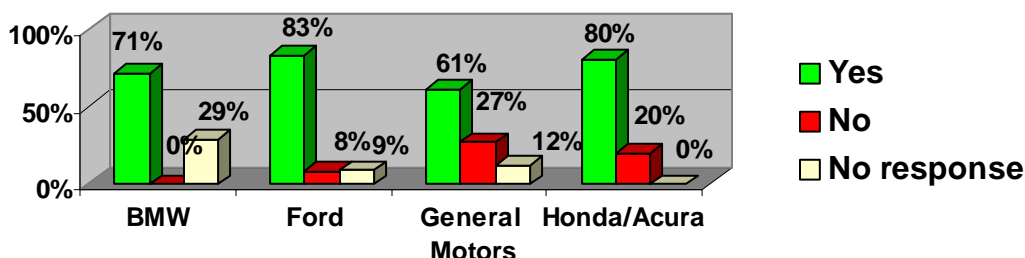
**Question 3a: Were you given at least 5 days advance notice of the date of the hearing?**



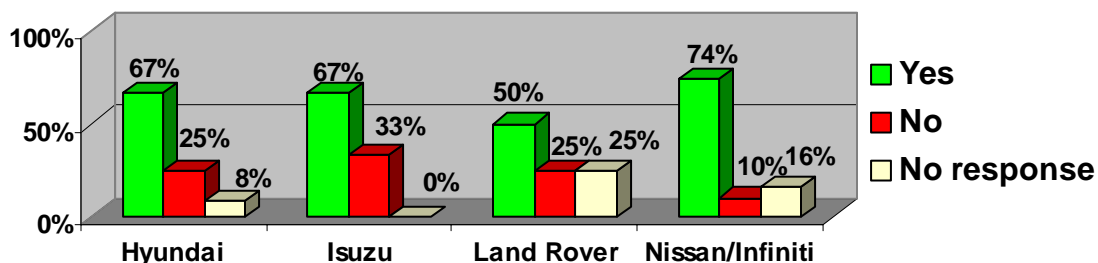
**Question 3a: Were you given at least 5 days advance notice of the date of the hearing?**



**Question 3b: If yes, did you receive a complete hearing packet which included all evidence provided by you and the manufacturer?** *(Please Note: Some of the respondents failed to answer this question and/or answered it although it did not apply to them.)*

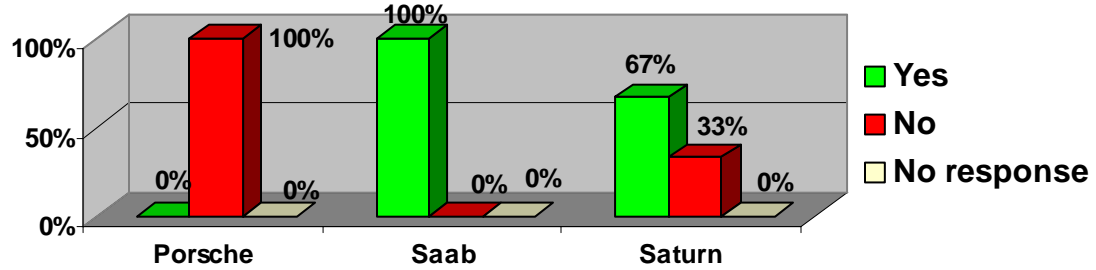


**Question 3b: If yes, did you receive a complete hearing packet which included all evidence provided by you and the manufacturer?** *(Please Note: Some of the respondents failed to answer this question and/or answered it although it did not apply to them.)*

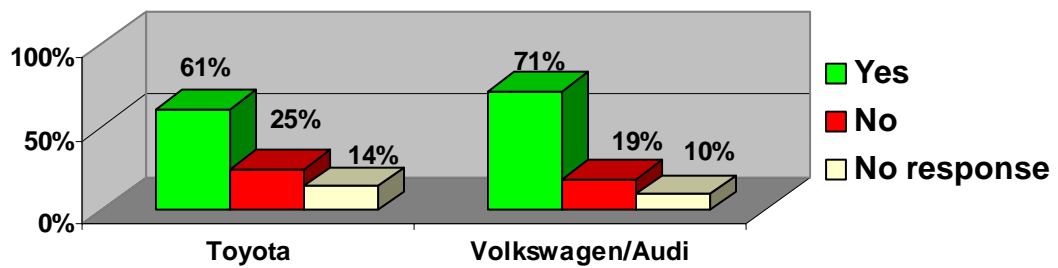




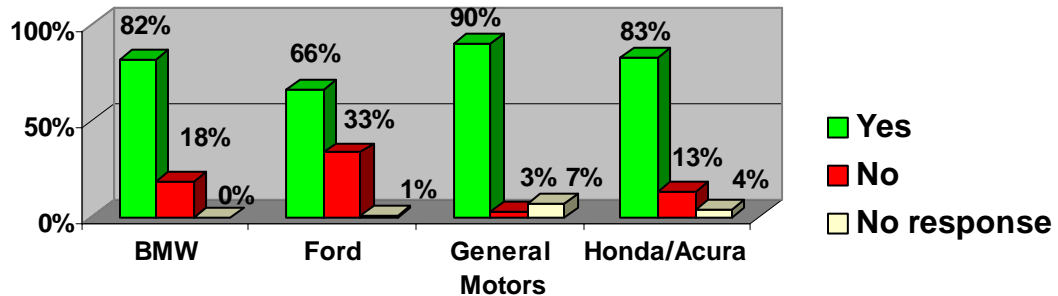
**Question 3b: If yes, did you receive a complete hearing packet which included all evidence provided by you and the manufacturer?** *(Please Note: Some of the respondents failed to answer this question and/or answered it although it did not apply to them.)*



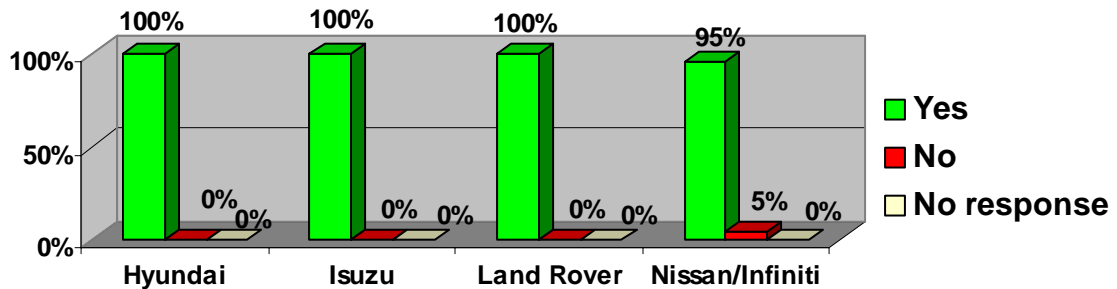
**Question 3b: If yes, did you receive a complete hearing packet which included all evidence provided by you and the manufacturer?** *(Please Note: Some of the respondents failed to answer this question and/or answered it although it did not apply to them.)*



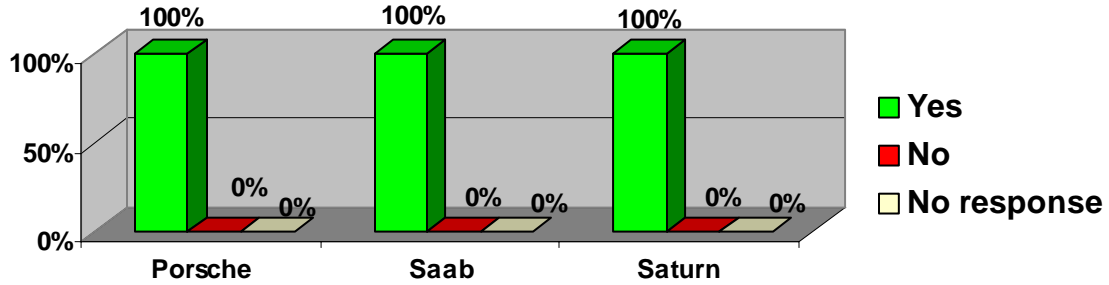
**Question 4a: Did you make an oral presentation to the arbitrator(s) at the hearing?**



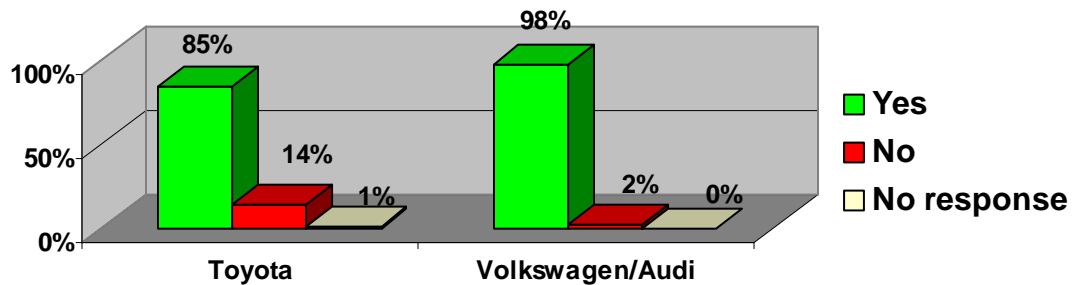
**Question 4a: Did you make an oral presentation to the arbitrator(s) at the hearing?**



**Question 4a: Did you make an oral presentation to the arbitrator(s) at the hearing?**

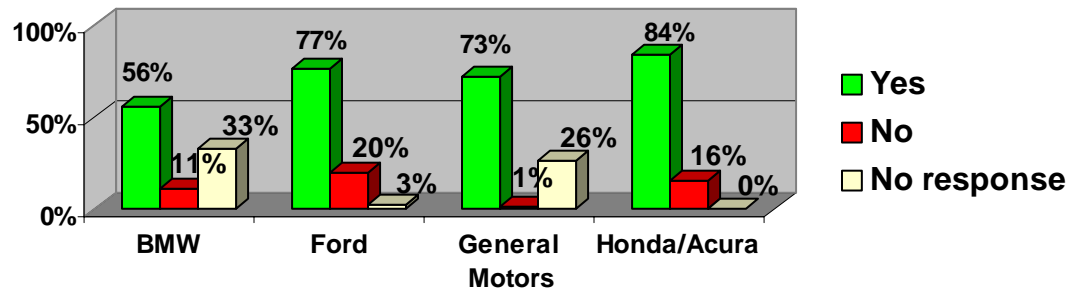


**Question 4a: Did you make an oral presentation to the arbitrator(s) at the hearing?**



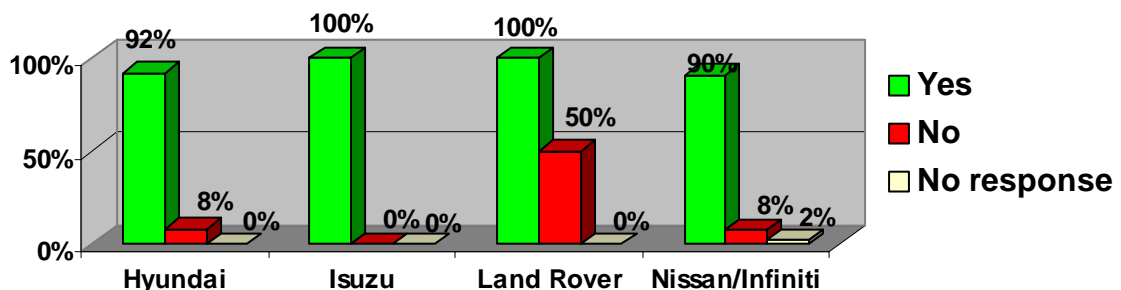
**Question 4b: If yes, did the arbitrator(s) give you the impression that they listened to you during the hearing?**

(Please Note: Some of the respondents failed to answer this question and/or answered it although it did not apply to them.)



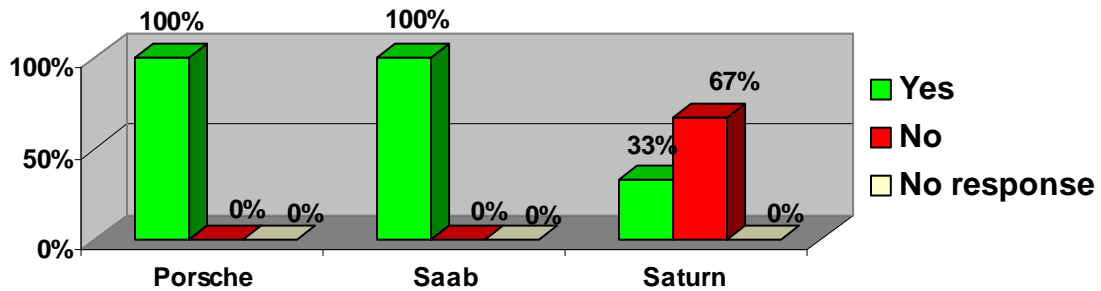
**Question 4b: If yes, did the arbitrator(s) give you the impression that they listened to you during the hearing?**

(Please Note: Some of the respondents failed to answer this question and/or answered it although it did not apply to them.)



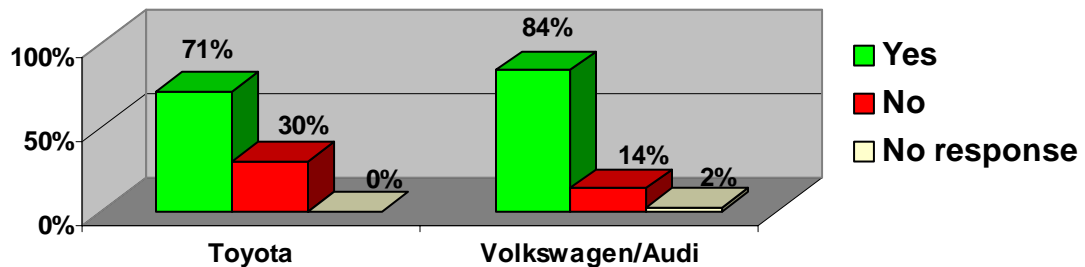
**Question 4b: If yes, did the arbitrator(s) give you the impression that they listened to you during the hearing?**

(Please Note: Some of the respondents failed to answer this question and/or answered it although it did not apply to them.)

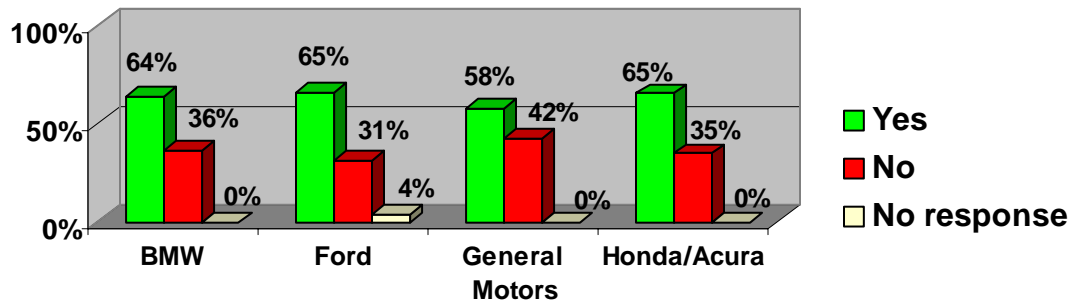


**Question 4b: If yes, did the arbitrator(s) give you the impression that they listened to you during the hearing?**

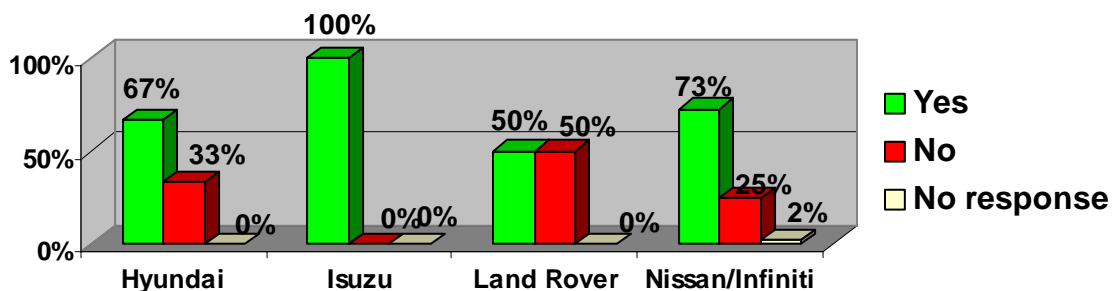
(Please Note: Some of the respondents failed to answer this question and/or answered it although it did not apply to them.)



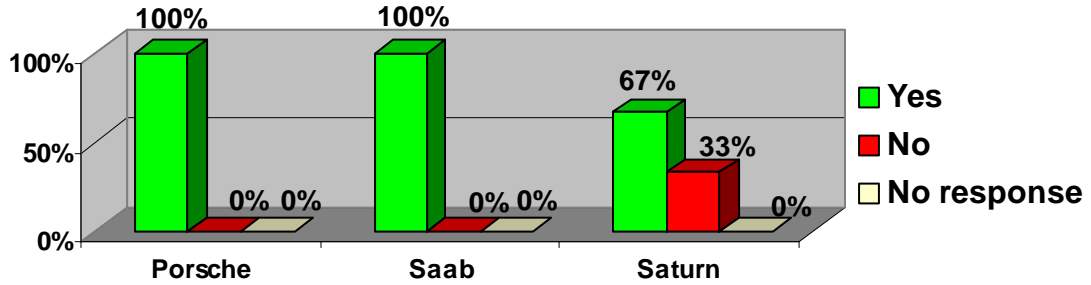
**Question 5: Did you understand the reasons given to you by the arbitrator(s) for the decision?**



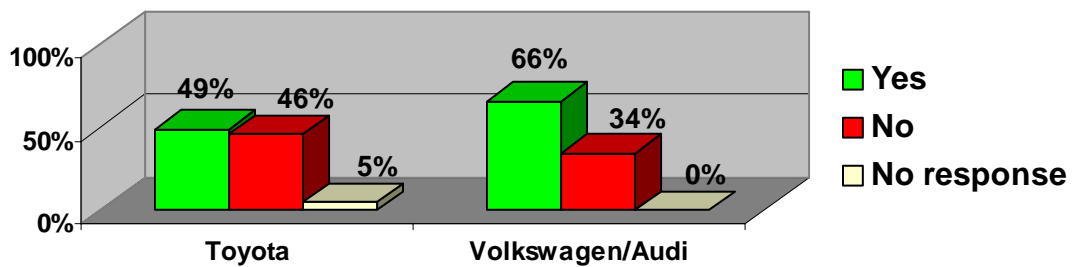
**Question 5: Did you understand the reasons given to you by the arbitrator(s) for the decision?**



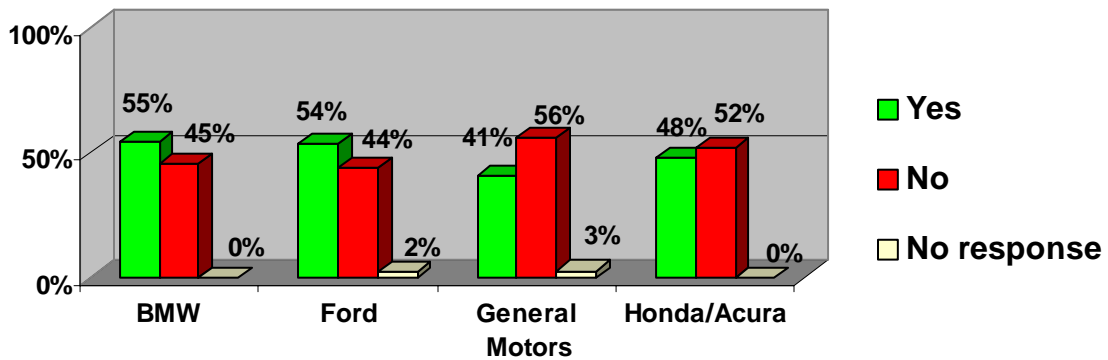
**Question 5: Did you understand the reasons given to you by the arbitrator(s) for the decision?**



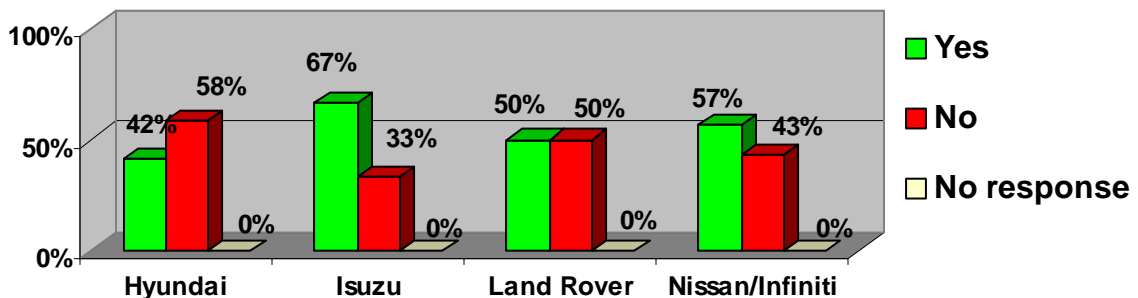
**Question 5: Did you understand the reasons given to you by the arbitrator(s) for the decision?**



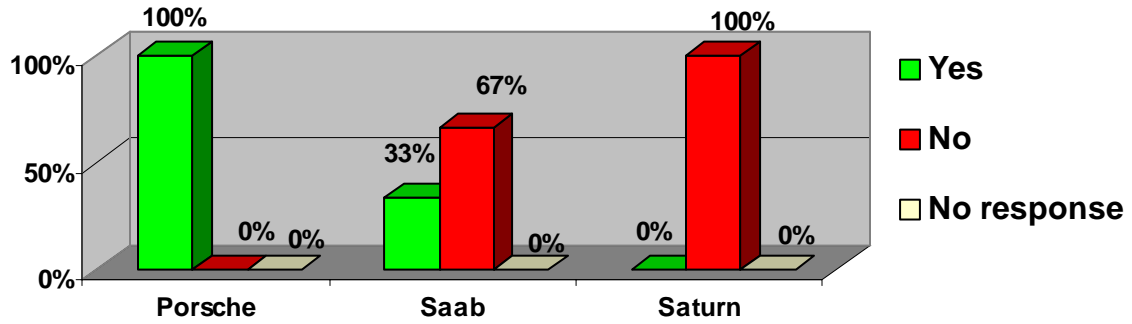
**Question 6: Were you satisfied with the decision?**



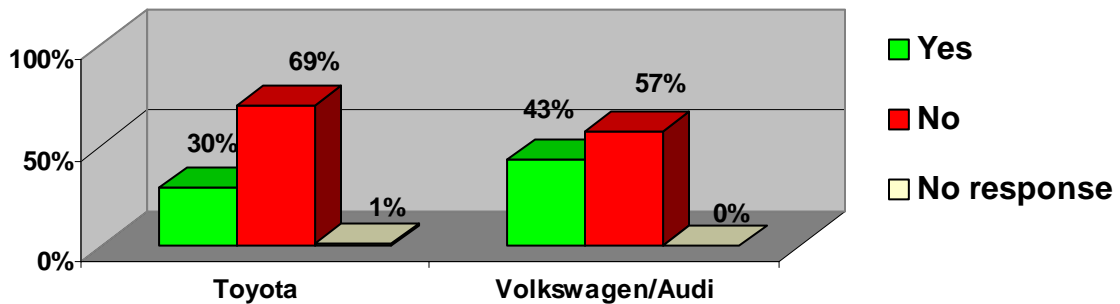
**Question 6: Were you satisfied with the decision?**



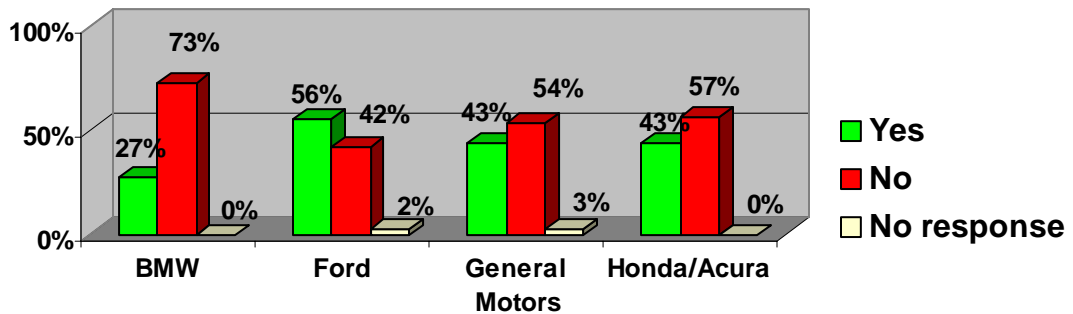
**Question 6: Were you satisfied with the decision?**



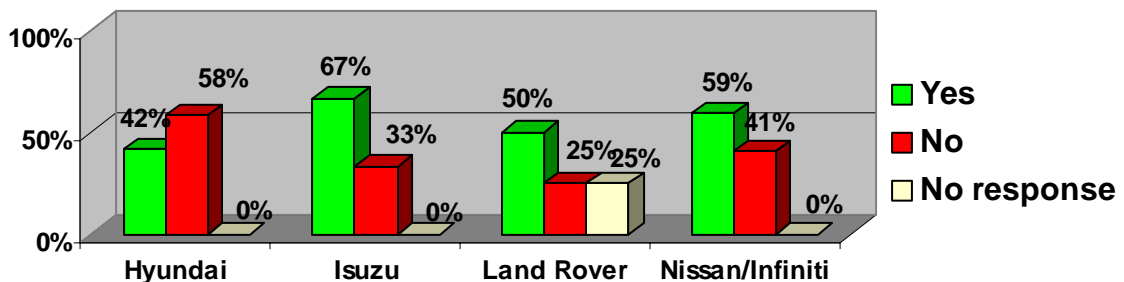
**Question 6: Were you satisfied with the decision?**



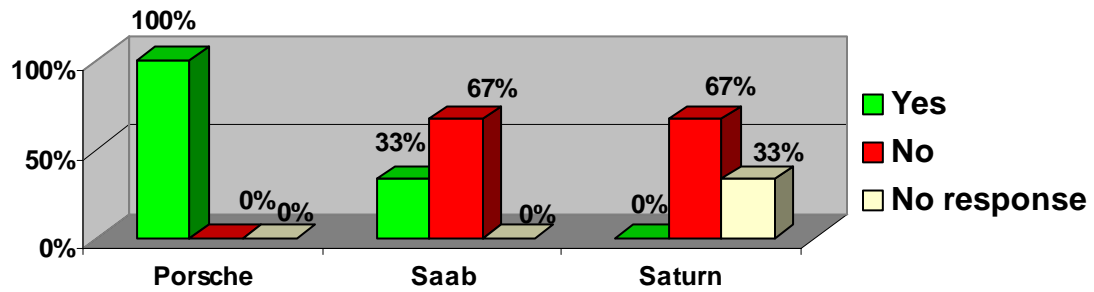
**Question 7a: Was the decision in your favor?**



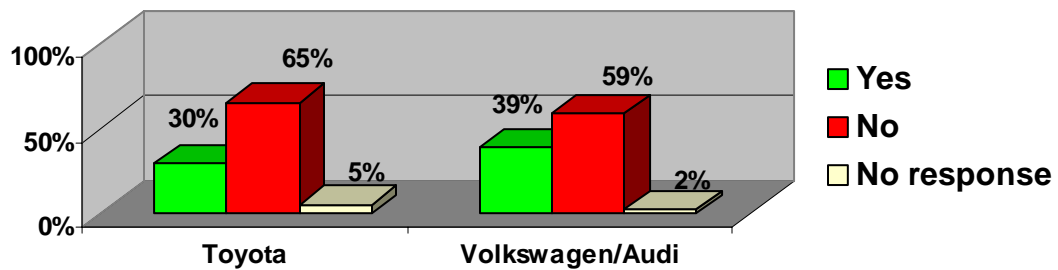
**Question 7a: Was the decision in your favor?**



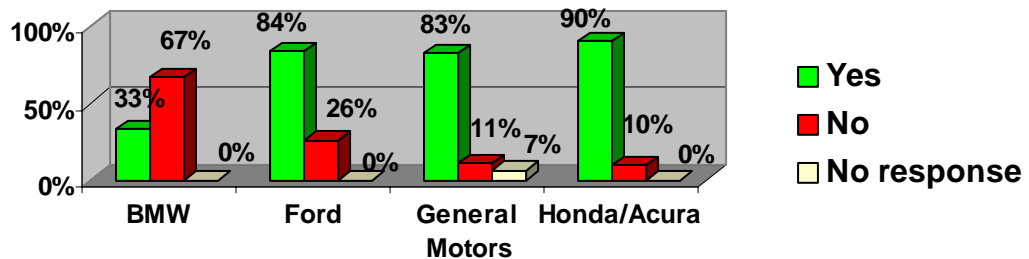
### Question 7a: Was the decision in your favor?



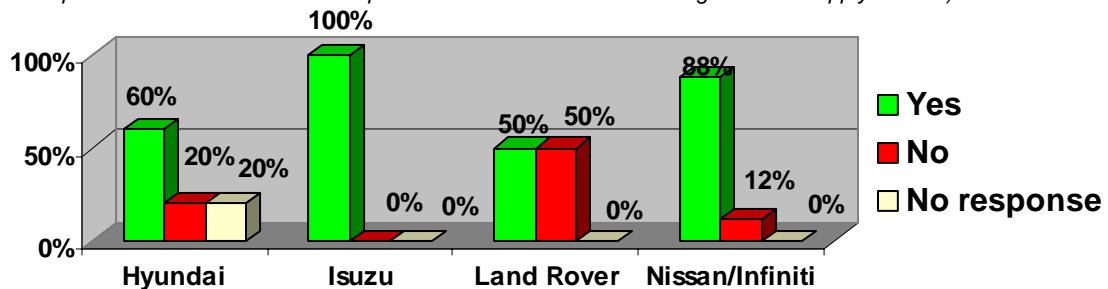
### Question 7a: Was the decision in your favor?



### Question 7b: If yes, did the manufacturer perform the decision within 30 days after receipt of your acceptance of the decision? *(Please Note: Some of the respondents failed to answer this question and/or answered it although it did not apply to them).*

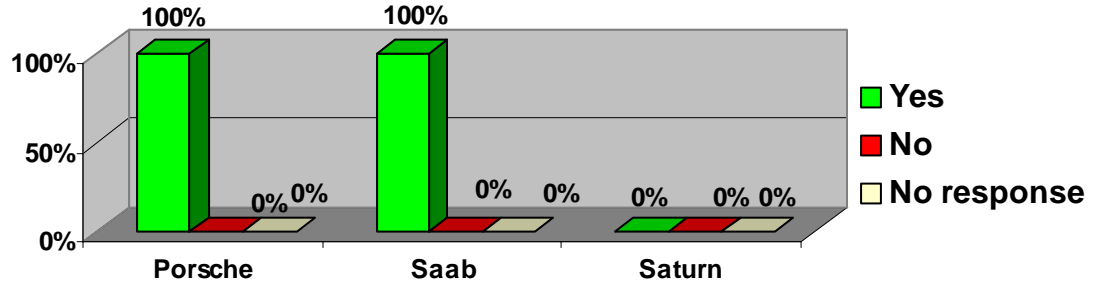


### Question 7b: If yes, did the manufacturer perform the decision within 30 days after receipt of your acceptance of the decision? *(Please Note: Some of the respondents failed to answer this question and/or answered it although it did not apply to them).*



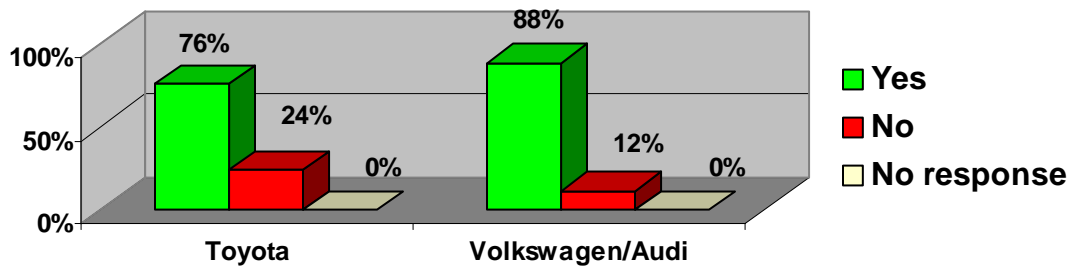
**Question 7b: If yes, did the manufacturer perform the decision within 30 days after receipt of your acceptance of the decision?** (Please Note: Some of the

respondents failed to answer this question and/or answered it although it did not apply to them).



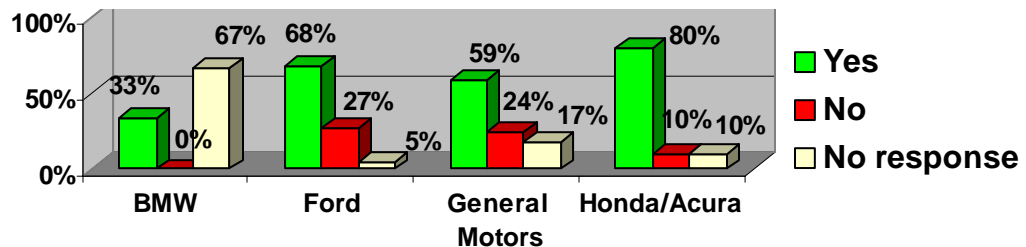
**Question 7b: If yes, did the manufacturer perform the decision within 30 days after receipt of your acceptance of the decision?** (Please Note: Some of the

respondents failed to answer this question and/or answered it although it did not apply to them).



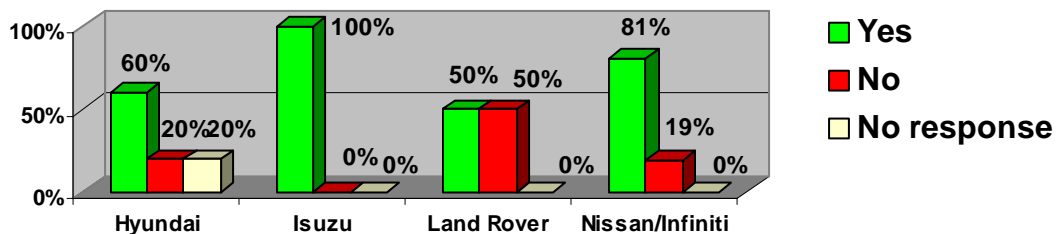
**Question 7c: If yes, did the state-certified program follow up with you within ten days after the performance date to confirm that the manufacturer complied with the decision?**

(Please Note: Some of the respondents failed to answer this question and/or answered it although it did not apply to them.)



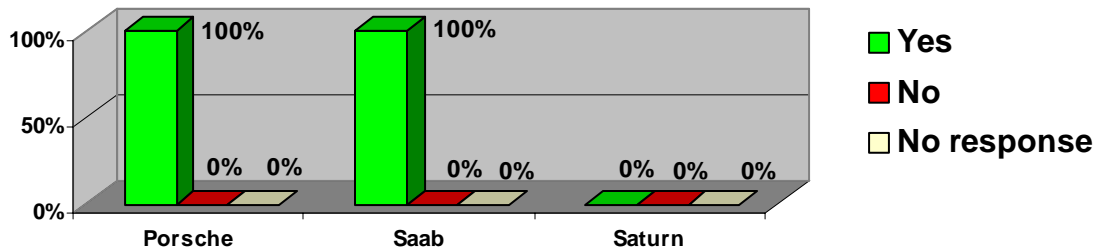
**Question 7c: If yes, did the state-certified program follow up with you within ten days after the performance date to confirm that the manufacturer complied with the decision?**

(Please Note: Some of the respondents failed to answer this question and/or answered it although it did not apply to them.)



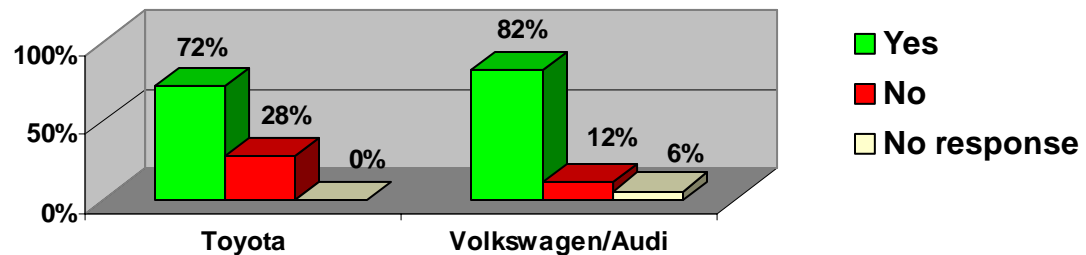
**Question 7c: If yes, did the state-certified program follow up with you within ten days after the performance date to confirm that the manufacturer complied with the decision?**

(Please Note: Some of the respondents failed to answer this question and/or answered it although it did not apply to them)

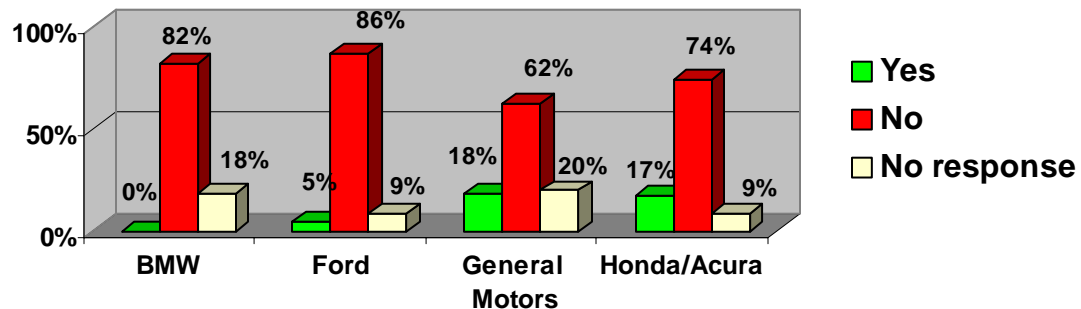


**Question 7c: If yes, did the state-certified program follow up with you within ten days after the performance date to confirm that the manufacturer complied with the decision?**

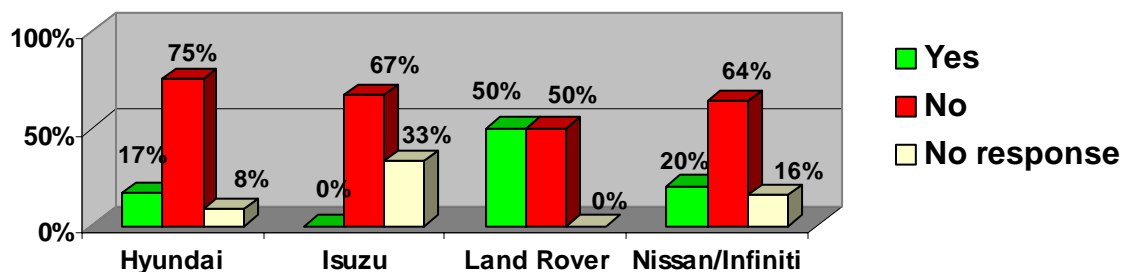
(Please Note: Some of the respondents failed to answer this question and/or answered it although it did not apply to them.)



**Question 8: Were you asked to sign a document not to disclose or discuss any of the terms of the arbitrated case?**

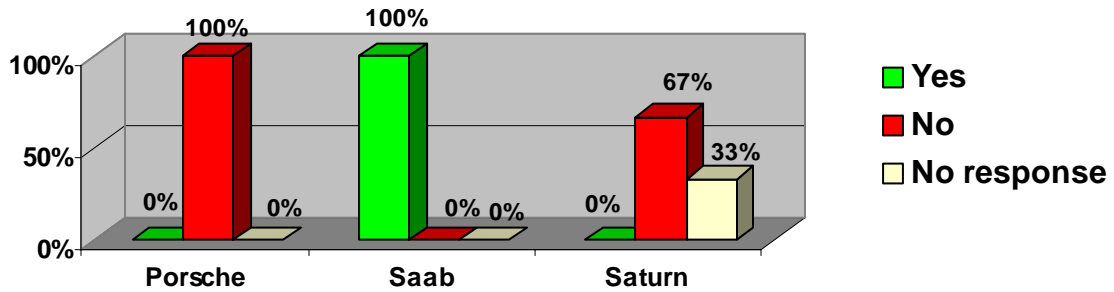


**Question 8: Were you asked to sign a document not to disclose or discuss any of the terms of the arbitrated case?**

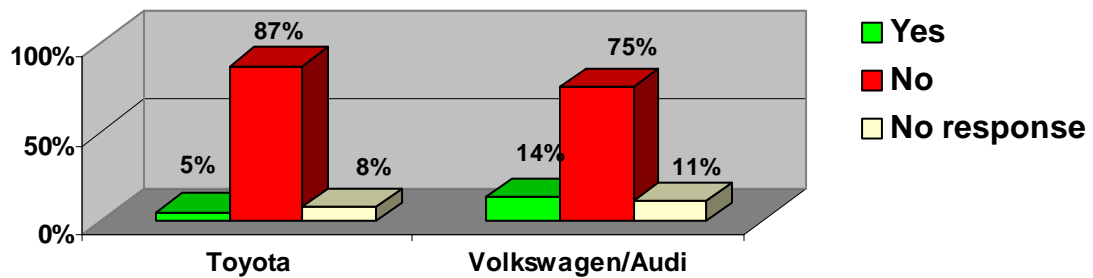




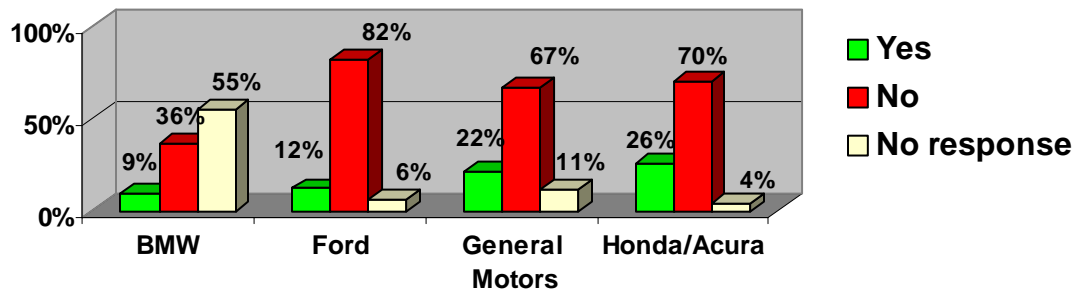
**Question 8: Were you asked to sign a document not to disclose or discuss any of the terms of the arbitrated case?**



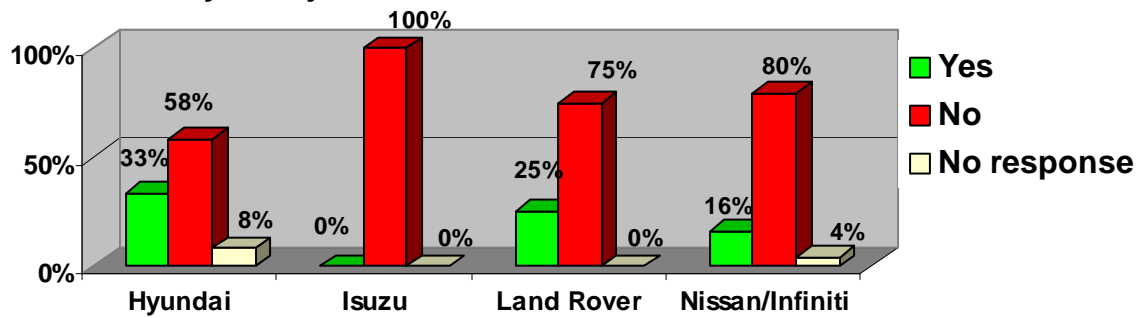
**Question 8: Were you asked to sign a document not to disclose or discuss any of the terms of the arbitrated case?**



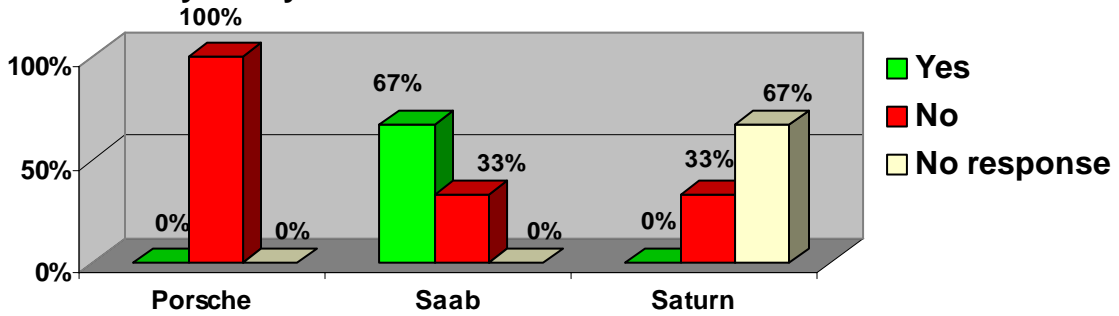
**Question 9: Were you denied any repairs through the vehicle warranty after you filed for arbitration?**



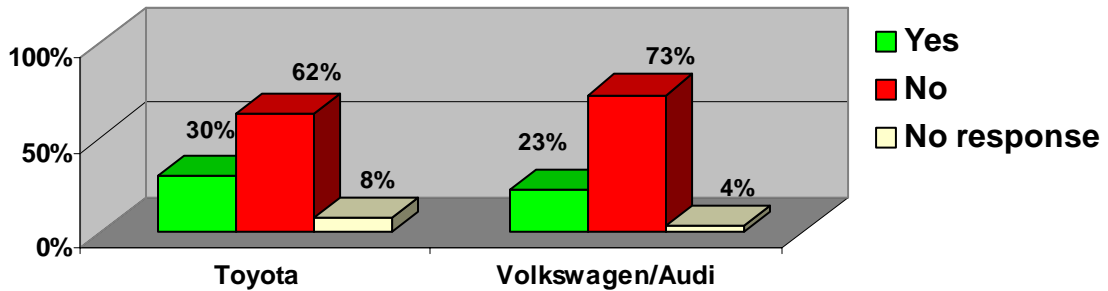
**Question 9: Were you denied any repairs through the vehicle warranty after you filed for arbitration?**



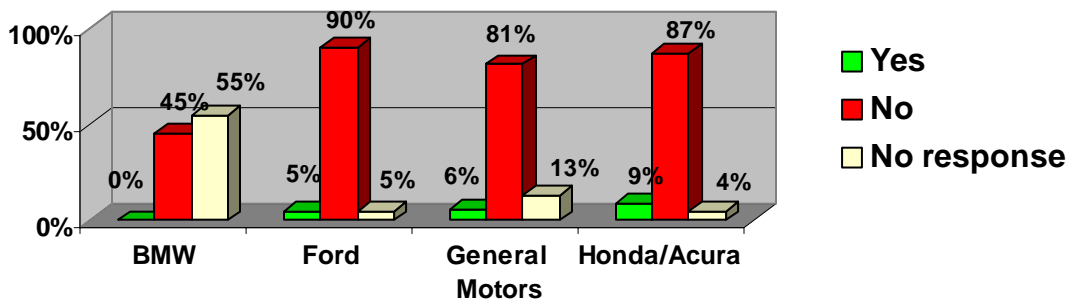
**Question 9: Were you denied any repairs through the vehicle warranty after you filed for arbitration?**



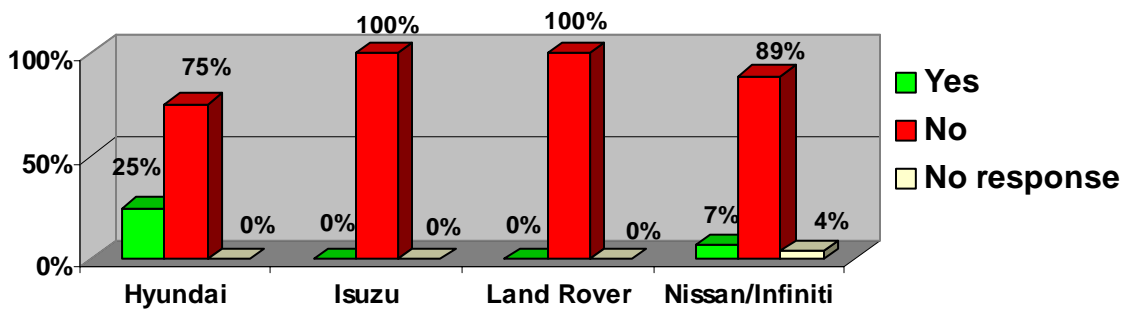
**Question 9: Were you denied any repairs through the vehicle warranty after you filed for arbitration?**



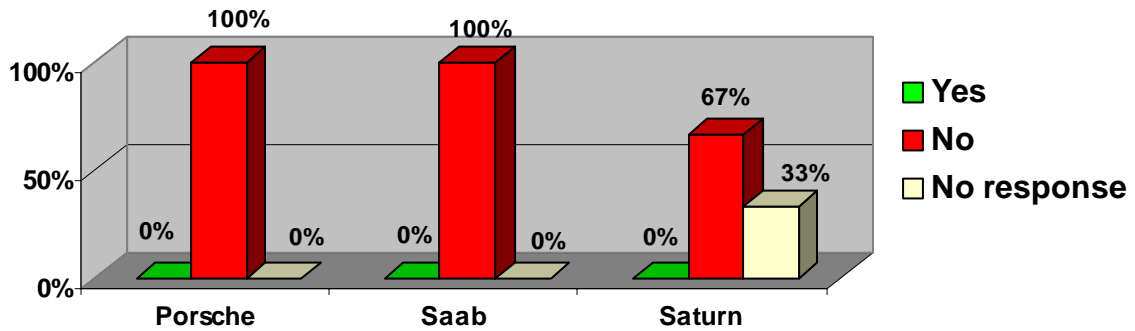
**Question 10: Did you file a lawsuit after completing arbitration?**



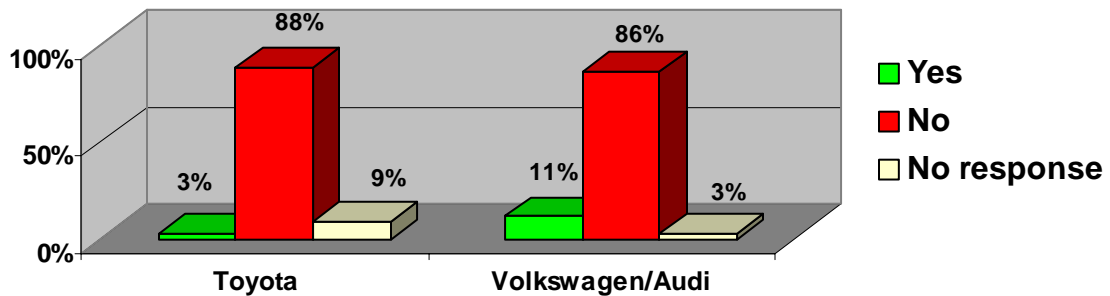
**Question 10: Did you file a lawsuit after completing arbitration?**



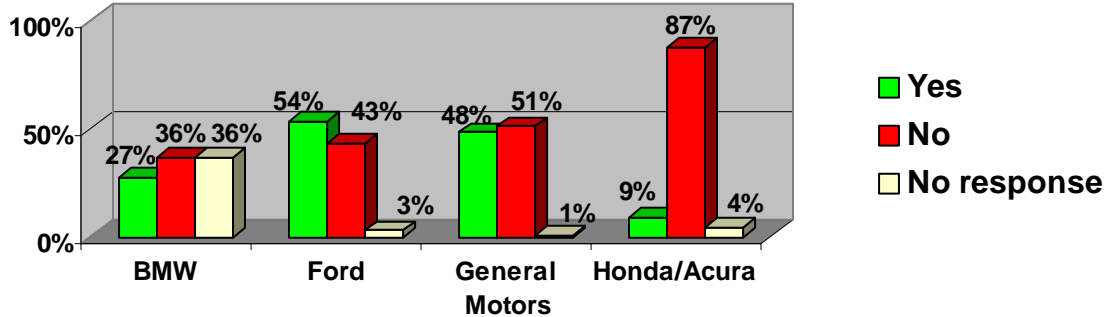
**Question 10: Did you file a lawsuit after completing arbitration?**



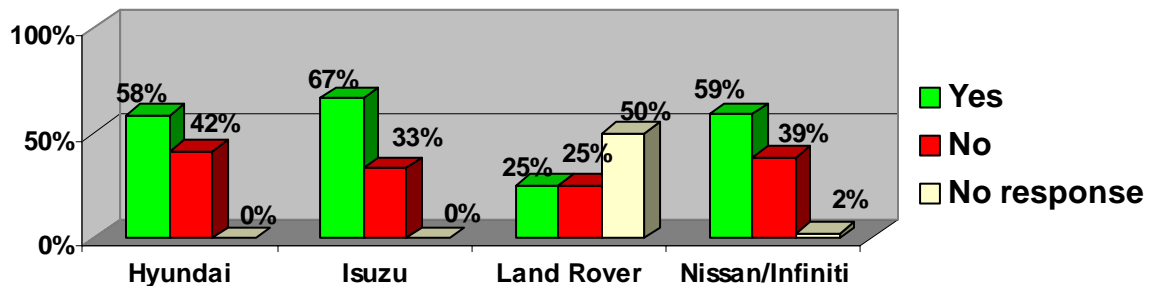
**Question 10: Did you file a lawsuit after completing arbitration?**



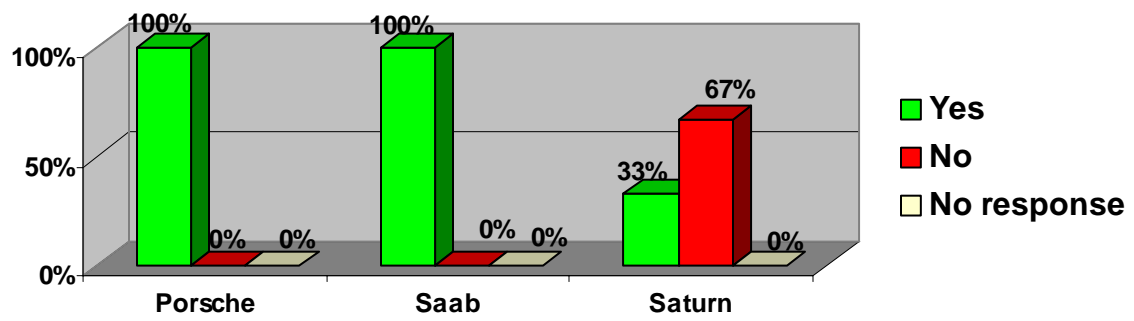
**Question 11: Were you satisfied with the arbitration process?**



**Question 11: Were you satisfied with the arbitration process?**



**Question 11: Were you satisfied with the arbitration process?**



**Question 11: Were you satisfied with the arbitration process?**

